

Appendix B

Call Center/ Contact Center preferences

- Capacity for unlimited number of users logged in concurrently for current and future growth
 - Current System 325 agents under 100 user concurrent license
- Multiple Languages
- Ability for users to be assigned to multiple groups/skills concurrently
- Ability to assign priorities to skills per user ability to transfer a call to a skill/queue
- Agent Dashboard for viewing calls in queue, login status, etc.
- Dashboard to monitor live traffic including user status, number of calls in queue, number of calls recorded, duration of calls, history of calls for each call center
- Detailed reporting on skills and agent on SLAs
- Call monitoring, coaching & barge in
- Call recording (Retention compliant with MA FOIA and Public Records Act)
- Ability to process recording through a dictation protocol to search for flagged words and alert staff
- Caller ID
- API integration
- SMS Text Messaging for Contact Center, including queuing of SMS (f)
- SMS Text Back (f)
- Call Back
- Call Scheduling (appointment reminder)
- After call survey (text and voice)
- Desktop Agent
- Mobile Agent (Android and IOS)
- Do Not Call List

(f) future